

Business.gov Monthly Update – July 2006

Feedback from Businesses

"We seem to see more levels being added; more people want to know more information. What I don't always find is the next step. If (the question) is not answered, then call this number and actually get somebody [...]"

--Entrepreneur, Charleston, SC

MONTHLY STATS

Customer Satisfaction Score (April – July): 75 (government benchmark is 72)

Hours Saved (April - July):
~3493 total hours saved for businesses

Unique Visitors (April):
277,658 (2% change since previous month)

Quality of Search (April – July): 75 (government benchmark is 74)

Broken Links – 5%

UPCOMING EVENTS

Advisory Group Meeting:
Wednesday, August 9, 2006
10:00 – 11:30 am
SBA, 2nd Floor Eisenhower Conference Room

Governance Board Meeting:
Tuesday, August 29, 2006
10:00 – 11:30 am
NOTE LOCATION: TBD

July Accomplishments

The Business Gateway (BG) team made significant progress toward Business.gov's September 29, 2006 re-launch, including the following:

- Conducted demonstration of the site at the July Advisory Group meeting on July 12, 2006 and incorporated feedback into the new portal design.
- Continued to update search capabilities for the new portal.
- Began approval process for Outreach materials.
- Began developing the Business Case for FY08.
- Conducting interviews with end users and trade organization to identify functional requirements for data harmonization.
- Researched potential business to government data standards.
- Investigated potential technical solutions for data harmonization.

Ongoing Activity

Ongoing BG activity includes the following:

- Completing the development of the portal framework.
- Testing and providing continual feedback to the search tool.
- Refining and populating the Business Library and other key content pages.
- Developing test plans for the portal.
- Contacting partner agencies and SBA offices to schedule discussions on outreach opportunities.
- Transferring Business.gov Life Cycle content to SBA.gov. This information will be stored in SBA's content management system until the 2006 relaunch of the SBA.gov website.

Business Case Update

Schedule for Business Case:

- 90% of the FY 08 Exhibit 300 has been drafted.
- BG provided an initial review of the FY08 Exhibit 300 to the Advisory Group on July 21, 2006. A second review was scheduled for August 4, 2006.
- The Governance Board will review the FY08 Exhibit 300 on August 18, 2006 and will vote on the document August 29, 2006 during the Governance Board meeting.

PMA Milestone Update

15 agencies have identified individuals to participate in the Beta test that will be conducted August 14 – 18.

Budget Update

The table below presents partner agencies' MOU status. Outstanding transfers are due to e-Gov reprogramming requirements.

Agency MOU Status

USDA	✓✓	HHS	✓✓	Treas	✓✓	DOI	✓✓	NASA	✓✓	SSA	✓✓
DOC	✓✓	HUD	✓✓	VA	✓✓	DOE	✓✓	NSF	✓✓	EPA	✓✓
DOD	n/a	DHS	✓✓	GSA	✓✓	DOL	✓✓	OPM		✓ MOU Received	
DoEd	✓✓	DOT	✓✓	DOJ	✓✓	DOS	✓✓	SBA	✓✓	✓✓ \$ Available	

CONTACT INFORMATION

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Program info: http://www.business.gov/general/pmo_doc/pmo_documents.html